

# THE IPN DISPATCH

IPN Monthly Dispatcher Update

October 2015

## ! MUST READ ! USE OF IPN LOGO !

Although this had previously been addressed, we find it necessary to issue this reminder.

It has come to our attention that some dispatchers have taken it upon themselves to use the IPN logo, dispatcher patch, and 911 iMedia name to produce non-sanctioned clothing, decals, badges, and vehicle identification products. Simply, this is not authorized by IPN, is an illegal act, and will result in your immediate removal from our system. Additionally, civil and criminal legal action will be sought. You will be held personally liable. 3rd party companies hired by you to replicate the items will also be named in any suit.

This issue goes beyond jeopardizing our company name and illegal use of copy-protected logos, it has become an issue of homeland security. Yes, this is not pirating a DVD or making Disney t-shirts to sell; it is a serious issue to produce false identification in the form of official-looking badges, business cards, and clothing in an attempt to enter secure incident scenes. IPN will fully cooperate with any police inquiry or investigation relating to these acts.

Has IPN really been contacted regarding this? Yes, it is a very real and serious issue.

Have dispatchers already been identified and removed from the system? Again, yes. We have been contacted and are cooperating with authorities.

**To be clear: IPN is not a media outlet and our dispatchers are not sanctioned by IPN nor 911 iMedia, Inc., as reporters, press photographers, or videographers. We gather our information from publicly-available scanners and do not enter incident scenes as representatives of IPN.**

We fully support fire and police buff associations. The hobby can be very rewarding and fulfilling; all of our admin staff have public safety backgrounds. We appreciate scene photos. We do not ask nor require you to respond to any incident. We caution you to obey all directions given by public safety personnel on scene and that you use discretion at scenes of a sensitive nature.

Amnesty: If you have any IPN "gear" that was not obtained from us, we request you immediately return it to IPN headquarters for destruction. We will not pursue legal action against any voluntary return and your account will remain in good standing. **Contact your support team and we will provide you with free shipping information.**

## IPN Dispatcher of the Month

We are pleased to announce that **MAS028** has been named DOTM!

He has been an active IPN dispatcher since 2011 and has sent over 1300 local incidents!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

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## What Would You Do?

You are listening to multiple units on the scene of a crash involving a school bus that left the road and overturned. There are 25 children on the bus with various minor to moderate injuries. Command has declared an MCI and called for six additional ambulances. How would you page it?



- A. Mass Casualty - as declared by the Incident Commander
- B. Major Accident - All MCIs in a crash are paged to Major Accident.
- C. Traffic Advisory - There are no serious injuries or entrapment.
- D. Technical Rescue - a rescue effort is needed to remove all the children from the bus.

Look for the official answer later in the newsletter.

## Dispatch 101 - Clear Text

When we started IPN over 15 years ago, the system was designed to notify people in public safety of working major incidents. The system has since grown to serve local and national media, commercial interests, and the general public (buffs, soccer moms, news junkies). This has resulted in a demand for even more "layman's" terms than ever before. Check out our incidents that are being posted to Broadcastify/RadioReference and you can see that our server has had to convert abbreviations in order to simplify posts for a broader range of subscribers. Additionally, cell phone text messages are not limited to the same 160 character count that pagers required when IPN first started.

XYPD ats OIS of WMA....  
Addl resp Code 3 for CPR,  
poss 11-44 req med helo.  
WTH?

In keeping with this trend to provide all users with easy to understand notifications, we are requiring all dispatchers to use "plain-text" in the alerts. While "10-codes" were phased out some time ago, we are now eliminating abbreviations. Yes, we want you spell it all out. We understand some input fields still have character limits and our programming team is actively correcting this (during this transition, QA will still allow some abbreviations but we ask that you start now with the habit of avoiding them). For example, Officer Involved Shooting would no longer be reduced to OIS. We want to be clear, concise, and informative to all subscribers. Agency identifiers are permissible (FDNY, RCMP, LAPD, etc.).

## Damage Reports



We would like to take a moment to thank all of the dispatchers who are participating in sending out calls under the expansion categories (Smoke Damage, Water Damage, Structure Damage). There has been a significant increase in calls of this nature over the past few months. These categories are available by request only but all dispatchers are welcome to contact support to have them added to your profile for dispatching.

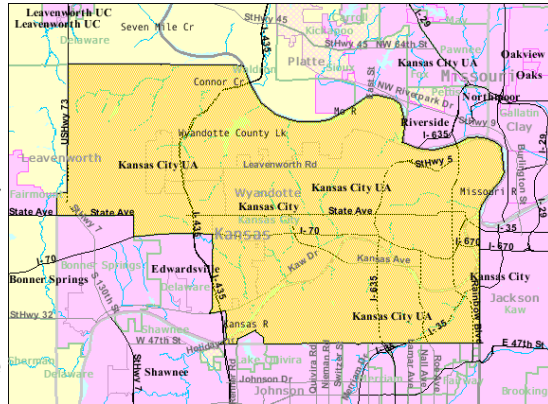
When sending calls of this nature, dispatchers are reminded to maintain the same standards as our other "mainstream" categories. Remember to include detailed and specific info in your narrative. This not only includes what has happened but also the specific location within the premises. A minor event in a 3 story apartment complex or a multiple occupancy commercial block is going to be tough to find. A generic page for a water problem should only be going out when no details are available. If you are reporting a flooded condition then there should be a decent amount of flooding when subscribers arrive. This is obviously more significant than a minor overflow from a toilet. Its important that we provide folks with specific information. At no time should the narrative be embellished or fabricated.

# Feed Review

## -Kansas City, KS

Kansas City, Kansas, is the smaller of the Kansas Cities, which are separated only by a state line on the map. With a city population of over 150,000 and greater metropolitan population of 2 million, Kansas City can be a very eventful and worthwhile area to monitor.

Kansas City has many freeways and state highways, which make a variety of traffic related incidents possible. The Missouri River, and the Kansas River flow inside the city, which offer the possibility of flood emergencies, technical rescues, trauma alerts, as well as Search and Rescue incidents. The geographic location also is ripe for tornados and Kansas City has more than its fair share of severe weather incidents for your monitoring pleasure.



Burlington Northern, Sante Fe, Union Pacific and Norfolk Southern all have rail service in the area, opening the opportunity for traffic, hazardous material, derailments, and other train related incidents.

Kansas City Metro Transit is heavily used, and offers opportunity for transit delay pages.

Kansas City Fire currently has the following Apparatus & Special Operations Units:

18 Fire Stations	Technical Urban Search & Rescue
16 Pumper Companies	Heavy Rescue
3 Aerial Ladder Companies	Hazardous Materials
3 Quint Companies	Foam Team
12 Ambulances	Water Rescue
3 Brush Trucks	Tactical Medic
4 Fire Rescue Boats	High Angle/Rope Rescue
1 Confined Space Rescue Trailer	Trench Rescue
1 Hazardous Materials Unit	
1 Hazardous Materials Support Unit	
1 Foam Truck	
1 Heavy Rescue Unit	

On the Police side, Kansas City has a slightly higher than average rate of violent crime per capita, 803 crimes classified as violent were reported in 2014, the city also has a much higher than average property crime rate, a total of 7,482 in 2014.

All in all there are a wide variety of incidents that can be monitored, and paged in this large metropolitan area.

The primary Broadcastify feed for this area covers all services on one feed, with alpha tags enabled, and can be found at: <http://www.broadcastify.com/listen/feed/13698> (Note: Covers Kansas City, MO, as well)

## Chapter Stats

Each month we post who the top 8 states are for quantity of IPN alerts. We thought it would be fun to show you how it looks since the first of the year. Don't see your state listed? Fire up your local dispatchers and get yourselves noticed. Tired of always coming in third place (we're talking to you New York!)? Start hammering those feeds and go for the gold! Damage-related incidents are like shooting fish in a barrel.

	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG
1	CA	CA	CA	CA	FL	CA	CA	FL
2	NY	FL	FL	FL	CA	FL	FL	CA
3	FL	NY	NY	NY	NY	NY	NY	NY
4	NJ	MA	MA	MA	MA	IL	MA	MA
5	MA	NJ	PA	PA	IL	PA	IL	IL
6	PA	PA	IL	IL	PA	MA	PA	PA
7	OH	OH	NJ	NJ	TX	VA	WI	NJ
8	IL	IL	OH	TX	NJ	MI	TX & MI	OH

## Photo Submissions

Photos of all IPN alerts types are accepted, not just fires. So send in those SWATs, vehicle rescues, MCIs, and more!

**Please, be careful at incident scenes and obey all instructions by on-scene personnel.**

Send to:  
newsletter@incidentpage.net  
(emails to support are stripped of all attachments.)

## PulsePoint



It's been a few months since we reviewed the master list of agencies available on the PulsePoint app map. We were amazed to find that thirty-eight new agencies are now on board transmitting CAD data, push notifications and audio through this impressive little application. Beverly Hills CA & Westerly RI have left the program for unknown reasons.

Included in the recent additions are Portland Oregon, Lincoln Nebraska, Madison Wisconsin & Dane County Wisconsin. Most of these have decent audio component as well. Sadly, the addition of San Diego County only allows use for CPR notifications, but there are dozens of new listings in California. Oregon also has several new agencies. If you haven't used PulsePoint or don't know what it is we strongly encourage you to check out their application - <http://www.pulsepoint.org/>

This is a great tool to enhance your dispatching capabilities. It's like someone tapping you on the shoulder to say there may be a payable call. It should never be used to replace actual monitoring. Many times, their "confirmed structure fires" are burned food. You always have to listen. It's also a great way to maintain an active account when you live in a quiet area. Check it out and contact support if there is something that catches your eye. You are never limited to your own back yard.

## IPN Rewards

Keeping in mind the current issue of unauthorized IPN "swag," what would you like to see offered in our Dispatcher Rewards Program? Is there a gift card you need for Christmas? Should we bring back the "IPN Dispatcher" hat? Key chains? Emblem flashlights? Please, we want your suggestions! Contact your swag-team via the normal support email. If we use your idea, you just might get it free!

## EMS Humor

-David Leatherman's Top-10 Dispatch No No's

1. UNK SIZE UP  
What was supposed to be on fire when units were sent?
2. LSO (without a numeric)  
Good, they use them to put fires out.
3. EXPECT DELAYS  
No Kidding. Really?
4. ATT / AT THIS TIME  
Thank Goodness. Time Warps make me dizzy.
5. NO FURTHER INFO  
Wouldn't you include it if you had it?
6. ATL / AT THIS LOCATION  
Whew. That's was close. I thought it was someplace else.
7. MORE TO FOLLOW  
Are you absolutely certain about this?
8. USE CAUTION  
There goes my plan to blow through the area at 110 MPH.
9. AVOID THE AREA  
How do I get my pictures then?
10. EMS ON A PUSH  
Salt & Pepper says "Push it real good!"



## Ask QA

-MVA or Structure Damage

"OK, help! I recently added those damage alerts but haven't sent one yet. I have an accident where a car drove through a house. They said driver is a code trauma. Do I send this as a Major Accident or Structure Damage?"

Both! That is the good news on the damage alerts, since they go to subscribers that don't get all the accident calls (most do NOT involve a structure) you can send to each category and double your points!

Do you have a question for our QA staff?

Send it to [support@incidentpage.net](mailto:support@incidentpage.net)

**Our Admin Staff is gearing up for a holiday raffle and the drawing will be exclusively from the membership of our dispatcher facebook page. Not a member yet? Send your request to support today!**

## Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

**Newsletter Story & Photo Submission:**

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

**General Support:**

[support@incidentpage.net](mailto:support@incidentpage.net)

**Dispatcher Admin Office:**

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

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## Pop Quiz Answer

Answer: B-

MVA calls should not be sent to the Mass Casualty category because they are covered under their own specific call type: Major Accident. We send out calls by cause rather than effect. A plane crash would also be an MCI but it goes to Aircraft Down, not Mass Casualty.